

KENTUCKY HEALTH BENEFIT EXCHANGE ADVISORY BOARD

NAVIGATOR/AGENT SUBCOMMITTEE

Meeting Minutes

October 4, 2012

Call to Order and Roll Call

The first meeting of the Navigator/Agent Subcommittee was held on Thursday, October 4, 2012, at 1:30 p.m. in the Small Conference Room at the Office of the Kentucky Health Benefit Exchange. Marcus Woodward, Chair, called the meeting to order at 1:30 p.m. and the secretary called the roll.

Subcommittee Members Present: Marcus Woodward, Chair; David Allgood and Carl Felix.

Staff Present: Carrie Banahan, Reina Diaz-Dempsey, Miriam Fordham, Wanda Fowler, Kris Hayslett, Bill Nold, Brenda Parker, Sherilyn Redmon, Gary Smith, and D.J. Wasson.

Addition of New Members

Chairman Woodward introduced the new subcommittee members: George “Chip” Atkins, III, Andrea Bennett, Jan Day, Carl Felix, Frances Feltner (by phone), Josie L. Hollon, John Kiebler, Jim Lawless, Jodi Mitchell, Don Mucci, Dr. Nicholas Payne (by phone), Stacy Pruden (by phone), Tihisha Rawlins, and Kennan Wethington.

Role of Navigators and Agents

Chairman Woodward stated that the Commonwealth has to meet the November 16, 2012, deadline for submission of the state’s Exchange Blueprint to the federal Department of Health and Human Services. The subcommittee is charged with delineating the role of navigators and agents. In delineating the role of navigators and agents, the subcommittee must consider four constituencies – taxpayers; consumers, particularly the underserved; brokers and agents; and navigators. The subcommittee will need to have its recommendations ready by November 1 to include in the Exchange Blueprint application. Chairman Woodward suggested that the subcommittee meet weekly on Thursdays in order to meet its deadline. The members agreed to meet each Thursday of the month.

Discussion of Blueprint Items: 2.6-2.9

Bill Nold noted that the subcommittee will need to make recommendations to the Advisory Board regarding items 2.6 through 2.9 in the Blueprint.

Bill Nold stated that item 2.7 in the Blueprint gives states the option of establishing an in-person assistance program and item 2.8 in the Blueprint gives states the option of permitting agents and

brokers to play a role in the Exchange. The Commonwealth needs to make a decision about what options to pursue regarding items 2.7 and 2.8. A work group in the Office of Health Policy studied the issues and recommended that the state pursue investigation of establishing an in-person assistance program. After some discussion by subcommittee members, a motion was made by Chairman Woodward that the subcommittee recommends pursuing investigation of establishing an in-person assistance program and permitting agents and brokers to participate in the Exchange. The motion was seconded and approved by voice vote.

Subcommittee members discussed issues relating to requirements for agents and brokers in assisting with applications for tax credits and premium assistance in the Exchange, requirements for web-brokers, the requirements for the Navigator program, and the role of agents and brokers in the individual market and under the Small Employers Health Options Program (SHOP). Chairman Woodward requested that Mr. Lawless provide a report to the subcommittee on the pros and cons associated with a recommendation requiring that products on the small group market be offered through an agent.

Bill Nold stated that an administrative regulation will have to be promulgated delineating the role of navigators and agents in the Exchange and suggested that at its next meeting the subcommittee discuss issues that will have to be addressed in the administrative regulation.

Other Business

Carrie Banahan announced that the Office of the Kentucky Health Benefit Exchange has awarded a contract to Deloitte Consulting LLP to develop the information technology system for the Exchange. Chairman Woodward announced that the next meeting of the Navigator/Agent Subcommittee will be on October 11, 2012, at 1:30 in the Small Conference at the Office of the Kentucky Health Benefit Exchange. The subcommittee will also meet on October 18, 2012, at 1:30 p.m. The meeting time for the October 25 meeting will have to be moved to the morning at 9:00 a.m. in order to accommodate the Advisory Board meeting at 1:30 on that date.

Adjournment

The meeting adjourned at 3:04 p.m.